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<https://www.merchantsgroup.com/news/merchants-insurance-group-offers-15-covid-19-relief-payment/>

## **Merchants Insurance Group Offers 15% COVID-19 Relief Payment**

**BUFFALO, N.Y., May 14, 2020** – In an effort to help ease the strain caused by the COVID-19 pandemic, Merchants Insurance Group announced it is issuing a 15% COVID-19 Relief Payment.

The payment applies to customers with Commercial Automobile, and MAP® Business Owners policies (other than MAP® Auto Repair and MAP® Contractor policies) in Massachusetts, Michigan, New Hampshire, New Jersey, Ohio, Pennsylvania, and Vermont, for the months of April and May 2020.

The company is also providing the relief payment to New York Personal Automobile, Commercial Automobile and Business Owners (other than MAP® Auto Repair and MAP® Contractor) policyholders for the months of May and June 2020.

In New York, to receive a 15% relief payment for the month of May, the policy(s) must have been active on April 30<sup>th</sup>. To receive the 15% relief payment for the month of June, the policy(s) must be active on May 31<sup>st</sup>.

Merchants will automatically apply the payment to a customer's account in mid-May and in mid-June, and the payment will be reflected on the policyholder's next insurance bill issued after that date.

If the policy(s) are paid in full, or are no longer active, Merchants will issue a check to the policyholder within the following 30 days.

The minimum payment will be \$10 even if the calculated payment is less.

“As a mutual insurance company, our focus continues to be to help our policyholders in times of need,” said Bob Zak, Merchants’ President and CEO. “We hope the COVID-19 Relief Payment contributes with other government and private initiatives to get our economy and communities back on track.”

The COVID-19 Relief Payment is part of Merchants’ COVID-19 response effort. Merchants’ Direct Bill Team has extended its hours of operation to work with policyholders to develop flexible payment solutions. The Direct Bill Team can be reached at 1-800-462-8182 or by email at [directbill@merchantsgroup.com](mailto:directbill@merchantsgroup.com).

In addition, Merchants’ claims representatives are equipped to meet policyholder needs while taking steps to limit exposure to COVID-19 in keeping with the Centers for Disease Control and Prevention (CDC) guidelines.

To learn more about the company’s response to COVID-19, please visit its dedicated webpage on <https://www.merchantsgroup.com/merchants-covid19-relief-payment/>.

Merchants Insurance Group offers personal and commercial insurance through more than 1,000 independent insurance agents throughout the Northeast and North Central United States. With corporate headquarters and regional operations located in Buffalo, N.Y., Merchants also operates offices in Hauppauge, N.Y.; Mount Laurel, N.J.; and Bedford, N.H. Merchants’ website can be accessed at [www.merchantsgroup.com](http://www.merchantsgroup.com).